

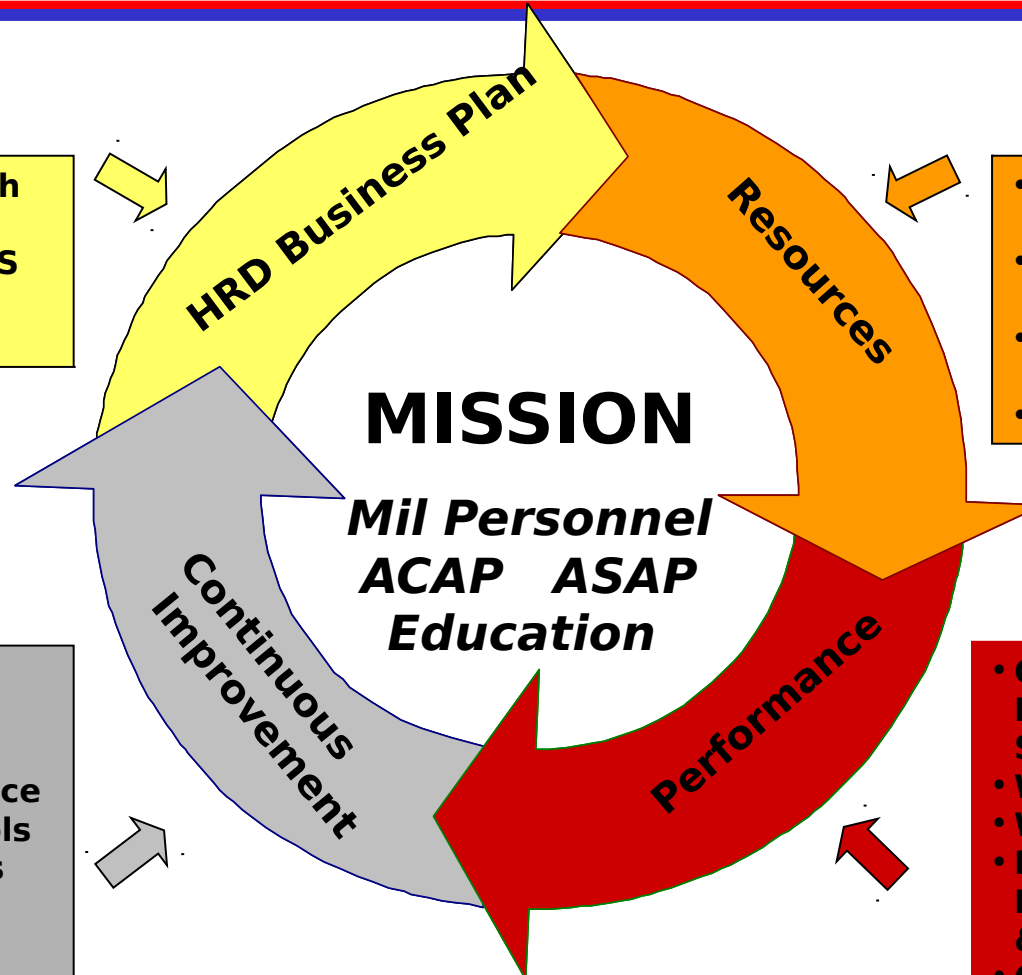


# HRD BUSINESS STRATEGY



- APIC Based Approach
- Tasks, Conditions, & Standards - A76 PWS
- Work Process Focus
- Manage by Facts

- Rapid Improvement Events (Lean Six Sigma)
- A76 Quality Assurance
- Management Controls
- External Evaluations
- Complaint Trends
- Annual APIC Assessment



- Fund Requirements based on Workload
- Execute in SSP priority
- Expect Austerity (85%)
- Align to 0107 TDA

- Customers Validate Requirements & Standards
- Work Process Maps
- Workload & Results
- Recurring Performance Reports & Reviews
- Qtr/Annual A76 Reviews

## CRITICAL SUCCESS FACTORS:

*Customer-Driven Excellence*

*Continuous Improvement Focus*

*APIC Based Management*

*Knowledge Sharing*

*Workforce Teamwork*